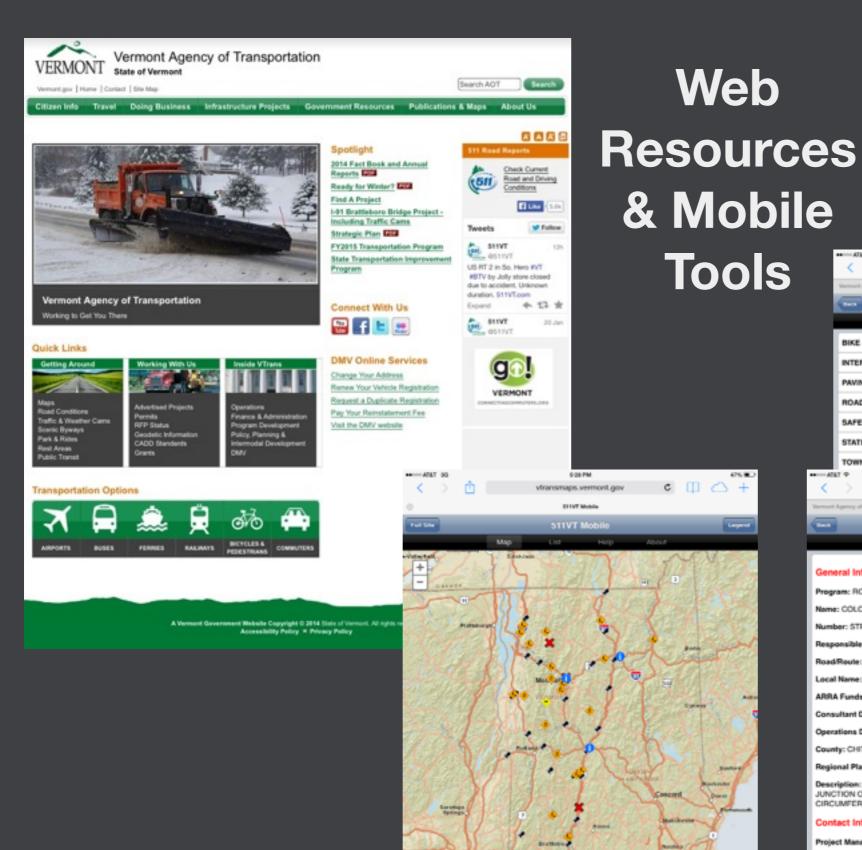
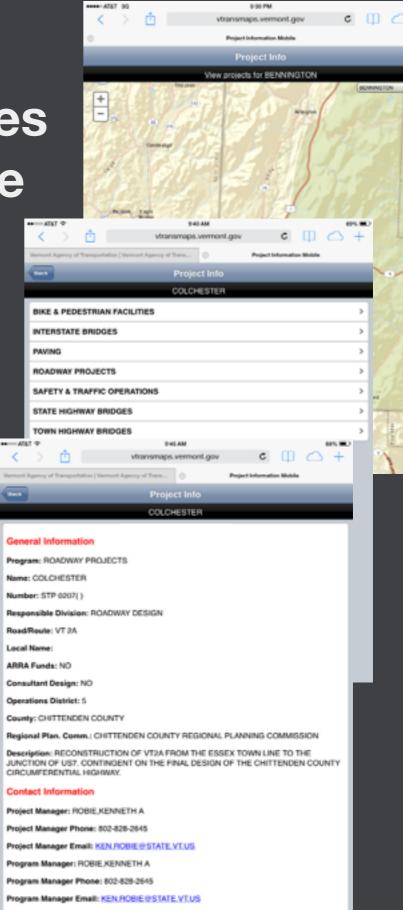
## **Public Outreach**



#### **General Activities**

Supporting Outreach Agency-Wide
Piloting New Ways To Communicate
Developing Consistent Practices & Resources
Improving Customer Service Channels
Turning Data Into Information





### Facebook





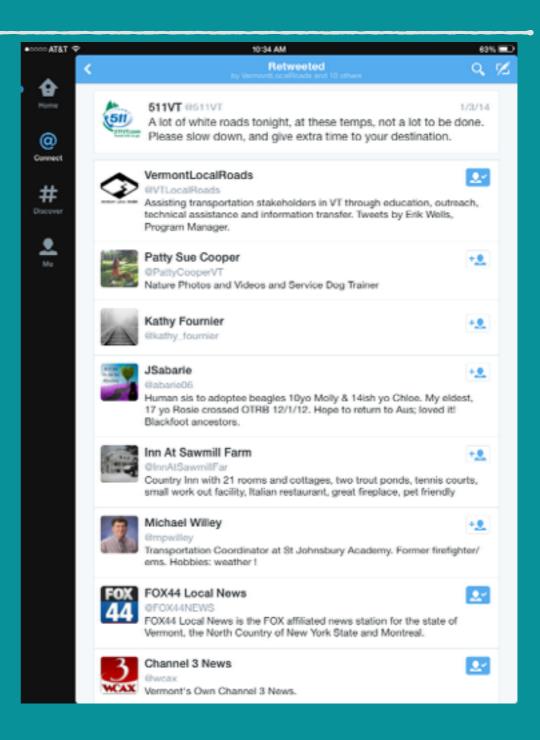
Launched January 2012 1000 Likes January 2013 About 5700 Likes Today Major Customer Service Portal



#### @511VT Twitter Feed



Launched January 2012
More Than 3500 Followers
All Major Media Following
TOC Operators Tweeting
Coordinating With VEM, VSP



#### On The Road











Weekly live updates on more than a dozen radio stations and WCAX-TV, plus a print edition during the construction season.

Updates as needed during storm events and other incidents.

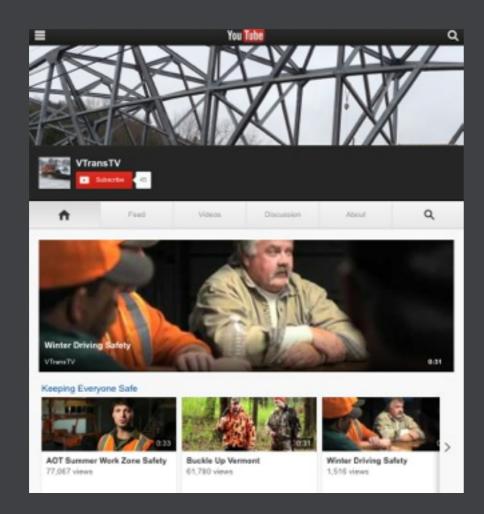
Podcast in development.



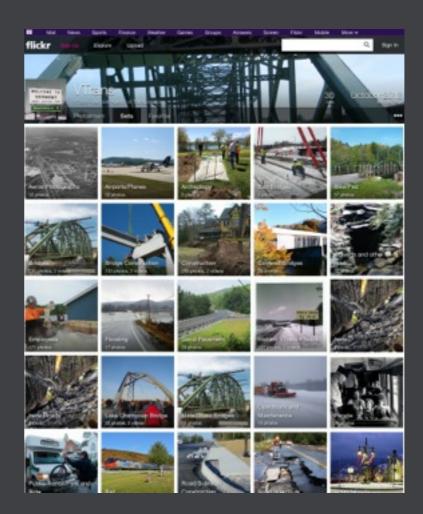
#### YouTube & Flickr



# **PSA's, Trainings & Project Highlights**



# Internal Resource & Public Archive



#### **Amtrak**













### **Facts**

VERMONT AGENCY OF TRANSPORTATION

2014 FACT BOOK and Annual Reports

